

**DRAFT Statement of Work**

**for**

**Reader/Scribe Services**

**at**

**Goddard Space Flight Center  
Greenbelt, MD**

## **1.0 Introduction**

### **1.1 Background**

NASA Goddard Space Flight Center's Equal Opportunity Programs Office (EOPO) is committed to equal opportunity and appreciation of diversity through programs and activities that promote the sensitivity and accommodation of all people. The EOPO's mission supports a population of approximately 3,100 civil servants, 5,200 contractor workforce, and 80 student interns, who utilize services and programs offered by EOPO. One aspect of the EOPO's mission is to provide "reasonable accommodation to individuals with disabilities of various types". In support of this office and the needs of its constituents, the Contractor shall provide the necessary resources to accomplish the work identified in this Statement of Work (SOW). Applicable functional areas include:

- Reading/scribe services to individuals with disabilities, particularly employees who are blind or have print limitations;
- Recruitment of qualified readers/scribes;
- Maintenance of reader/scribe schedules;
- Prompt processing of calls for services and invoices; and
- Quarterly reader/scribe usage.

Goddard Space Flight Center (GSFC) takes pride in the inclusiveness of its environment for people with and without disabilities. This is most evident in the number of employees with disabilities currently employed in some capacity within the civil servant and contractor population. For the most part, adaptive technology has played a major factor in the employees' ability to access information and materials like any other individual would. While we hope all printed information is available in accessible form, oftentimes it is not. For a number of years, GSFC has been providing reader/scribe services for individuals who request those services for training or in their daily work activities that require sighted reading or scribe assistance.

Under most circumstances, readers/scribes work in offices, conference rooms, laboratories, and auditoriums. On occasion, the reader/scribe can digitally record material for the employee as long as the requested material is provided in the timeframe agreed upon by the reader/scribe and the employee.

### **1.2 Definitions**

COTR refers to the Contracting Officer's Technical Representative and is the primary government point of contact for the duration of this Blanket Purchase Agreement (BPA).

Employee(s) refers to the group of primarily federal blind and visually impaired individuals working at GSFC. However, at times, requests for readers/scribes can originate from individuals with motor disabilities such as cerebral palsy and muscular dystrophy.

## **2.0 Scope of Work**

### **2.1 Reader/Scribe Qualifications**

All readers/scribes shall be U.S. citizens.

#### **2.1.1 General Reader/Scribe Qualifications**

General Readers/Scribes shall be required to have the following basic qualifications:

- High school graduate, or GED equivalent with a 12<sup>th</sup> grade reading proficiency;
- Prior knowledge of a specific field is not required, but general competency and willingness to learn is required. Specific knowledge that aids in reading printed material, will be provided by the GSFC employee;
- Ability to read proficiently at 90 words per minute, without excessive pauses and corrections;
- Ability to pronounce words clearly and correctly; and
- Ability to interpret rudimentary/commonly used symbols, punctuation, and formatting

#### **2.1.2 Technical Reader/Scribe Qualifications**

General Readers/Scribes shall be required to have the following basic qualifications:

- College graduate in a related field which aides in assigned reader/scribe task(s). If needed, graduate level education is preferred.
- Successful completion of advanced upper level calculus, physics, and engineering courses.
- Prior knowledge of a specific field is required,
- Ability to read proficiently at 90 words per minute, without excessive pauses and corrections;
- Ability to pronounce words clearly and correctly; and
- Ability to interpret profession specific symbols, notation, punctuation, and formatting.

In addition to the basic qualifications, all readers/scribes shall have the following abilities:

1. Read printed English in the following forms:

- a. Text (narrative reading);
- b. Government generated forms;
- c. Graphically represented information (diagrams, charts, etc.); and

- d. On-screen text (inaccessible information systems, web pages, Adobe PDFs, etc.)
2. Read legibly written or typed information, as directed by the employee, on forms or in information systems.
3. Read in all settings where services are required. Situations may include the following:
  - a. Formal and informal intra-office and interoffice staff meetings, other meetings with colleagues' meetings at various management levels, professional organizations, one-on-one meetings, small and large group meetings, and teleconference calls.
  - b. Formal and informal conferences and meetings involving NASA staff, individuals or organizations from outside of NASA, also interagency or intra-agency meetings where these services are not otherwise provided.
  - c. Academic and formal or informal training situations.
4. Demonstrate strict adherence to the NASA non-disclosure agreement and NASA confidentiality standards.
5. Conduct themselves professionally in dress, manner, demeanor, and behavior; always being cognizant of the perceived association with NASA and the Federal Government.

Under no circumstances will the reader/scribe represent NASA or act as an official spokesperson on behalf of NASA, its employees, or its contractors. In no way or manner, shall the reader/scribe perform any of the essential or non-essential duties of the employee. The reader/scribe is to only provide access to printed information (hardcopy or electronic) which would otherwise be inaccessible to computer screen reading software or other alternative means of accessing print.

## **2.2 Contractor Responsibilities**

The Contractor shall provide readers/scribes for the employee in accordance with Section 2.1, *Reader/Scribe Qualifications* based on the level of qualification (general or technical) requested by the NASA employee. The Contractor shall submit reader/scribe resumes within five (5) days after contract award and 5 days prior to the commencement of each new reader/scribe. In addition, the contractor should complete their internal controls that ensure employee suitability for working on a government facility prior to the start date of the reader/scribe.

The Contractor shall be responsible for the following procedures:

1. Appropriate assignment of readers/scribes for employees depending on the need of the employee.

2. The ability to maintain a record of reader/scribe services.
3. Compliance with contract terms and conditions.

The Contractor shall have the following capabilities:

1. **Electronic Capability** — The Contractor shall have the capacity to receive requests for reader/scribe services, provide confirmation of service, and schedule services electronically, via the Internet and e-mail in addition to, or instead of the telephone.
2. **Immediate Contact** — The Contractor shall be located in the Baltimore/Washington Metropolitan area and shall have the capability to immediately contact readers/scribes for last minute requests for service or to make changes in existing assignments.
3. **Contractor Experience and Past Performance** -The Contractor shall have sufficient experience in providing services to federal, state, or local government and private agencies and organizations engaged in technical areas or field or research and development. The Contractor shall have an understanding of the common needs and challenges encountered by employees who are blind, visually impaired, or have other disabilities. The Contractor shall have excellent references of previous experience and responsiveness to requirements.

The Contractor shall be responsible for the following administrative duties:

1. Coordinate reader/scribe schedules and receive requests in various formats including the following:
  - a. Telephone; and
  - b. Electronic mail.
2. Provide confirmation and identification to the GSFC employee and COTR for each scheduled session. For sessions that occur on a regular basis between the reader/scribe and the employee a weekly email should be sent to the GSFC employee and COTR indicating the weekly schedule by close of business Friday of the previous week. If the sessions are on an ad hoc basis, then the contractor should submit the names of the assigned readers as soon as possible so that onsite badges can be created.
4. Notify the COTR and the employee by e-mail and/or telephone when a reader/scribe cannot cover an assignment and a replacement cannot be found.
5. Provide an effective method of ensuring quality and customer satisfaction of the provided reader/scribe. This information can be obtained from the COTR, through the COTR's means of seeking and obtaining continuous communication with regular employees.

6. Conduct periodic evaluations of the readers/scribes. These evaluations will be conducted by the Contractor in cooperation with the COTR.
7. Provide the best possible response to short-notice requests via electronic mail and/or telephone.
8. Provide a record of all reader/scribe assignments to the COTR on a weekly and monthly basis.
9. Provide to the COTR, the name, telephone number, and/or pager number of the staff member(s) responsible for administration of the contract.
10. Be available to meet, upon request, with the COTR to discuss any pertinent issues.
11. Provide assistance with gathering usage data for reader/scribe services provided.
12. Notify the COTR when any problems occur with the email or telephone systems, or any other situation that creates a hardship for GSFC employees to request reader/scribe services in a timely manner.

### **2.3 Duty Hours**

The actual number of hours for reader/scribe services at GSFC is understood to be dynamic. The scheduled number of hours per week for a period of time will reflect the demand for reader/scribe services by the employee.

Generally, readers/scribes will work during a normal work week (Monday through Friday) and between the hours of 8:00 a.m. and 5:00 p.m. If requests are made for reader/scribe services outside of those established parameters, approval from the COTR must be obtained prior to services being rendered. There may be some days where an earlier start or later finish is necessary, in which the Service Contract Act of 1965 would apply. Requests for readers/scribes that would require travel outside of the Baltimore/Washington DC metropolitan area must be approved on a case by case basis by the COTR.

The potential for requests during non-core duty hours may also be required. Core hours may be flexed to accommodate these requests if this does not interfere with scheduled mission related work requests.

Historically, employees with disabilities generally use readers/scribes on a half day or less schedule, based upon their work requirements and schedules. In the cases of training or all day events, a reader/scribe must be prepared to accommodate a schedule that allows for a full day of services. If a long workday is required, then the Contractor shall provide multiple readers/scribes to meet the requirement.

The following is an estimate of reader/scribe utilization from FY2007 through FY 2009.

	<i>Non Technical</i>	<i>Technical</i>
<b>FY 2007</b>	223	200
<b>FY 2008</b>	159	450
<b>FY 2009</b>	227	252

It is anticipated that the annual reader/scribe usage should be within range of the historical levels. It is anticipated that the non-technical reader/scribe utilization would range between 200 to 220 hours annually. Similarly, the technical reader/scribe utilization hours is anticipated to be approximately 300 hours annually.

## **2.4 Basic Delivery Requirements**

The Contractor shall provide readers/scribes to meet two basic delivery requirements: (1) regularly scheduled meetings and (2) impromptu or irregularly scheduled meetings or events.

### **2.4.1 Regularly Scheduled Meetings**

Regularly scheduled meetings are meetings which are on a planned schedule. It is expected that the Contractor shall provide readers/scribes for these meetings if the request is made within five business days.

If the request is made in less than five business days, refer to Section 2.5, *Short Notice Requests*.

### **2.4.2 Impromptu or Irregularly Scheduled Meetings or Events**

Impromptu or irregularly scheduled meetings may occur at any time. It is expected that the Contractor shall provide readers/scribes for these meetings, if the request is made within five business days.

If the request is made in less than two business days, refer to Section 2.5, *Short Notice Requests*.

## **2.5 Short Notice Requests**

At times, reader/scribe services will be needed for meetings or events at the "last minute." These "Short Notice Requests" are generally for situations, which cannot be planned or predicted.

The Contractor shall make a best effort attempt to fulfill these requests. It is understood that there may be times when a reader/scribe is not available for these events. In this event, the Contractor is required to directly inform the requestor, so that alternative arrangements can be made.

## **3.0 Badging and Security**

Entrance into the GSFC campus requires a GSFC-issued badge. The Contractor is required to submit to the COTR on company letterhead the names of individuals that will perform reader/scribe services under this Blanket Purchase Agreement at least 48 hours prior to the reader/scribe arriving at Goddard Space Flight Center. Temporary badges will be created for a six month basis which will require a full-listing of active and anticipated readers/scribes or employees to be submitted to the COTR for re-badging prior to the expiration of the six month badge.

The managing members of the contract will complete the process for a permanent contractor badge upon award of this blanket purchase agreement.

#### **4.1 Tardiness**

##### **4.1.1 With Notification**

If the reader/scribe notifies the employee requesting the assignment at least 10 minutes before the assignment that they will be arriving up to 15 minutes late, the Government will find this inconvenient but acceptable.

##### **4.1.2 Without Notification**

When the contractor does not notify the GSFC employee of their tardiness, the COTR will review the circumstances related to the late arrival and determine whether the lateness was the responsibility of the reader/scribe or circumstances beyond the reader/scribe's control.

Only tardiness due to circumstances beyond the reader/scribe's control will be excused. Tardiness due to any other reason, including those attributable to the reader/scribes, or any other Contractor staff members, Contractor's, or subcontractors will not be excused.

#### **4.2 Inclement Weather**

If a session is scheduled with a reader/scribe and GSFC facility is closed due to inclement weather, the government shall not be billed for such an event.

#### **5.0 Unacceptable Readers/Scribes**

The Contractor shall make the determination of which reader/scribe to assign to the GSFC employee. The Contractor shall not assign any reader/scribe whose resume has not been submitted and accepted.

#### **6.0 Relevant Guidelines**

In addition to applicable Federal contracting and procurement laws, regulations, policies, guidelines and requirements, this BPA will be guided by the Government nondisclosure



agreements, confidentiality standards of the EOPO office, relevant regulations of the Equal Employment Opportunity Commission (EEOC), Office of Personnel Management (OPM), and relevant sections of the Rehabilitation Act of 1973 as amended, and the Americans with Disabilities Act of 1990, and NASA information technology usage and security.

-- End of Statement of Work --